

## Quick Start Guide

For more information about how to use this phone, go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com) and download the complete user manual (English version only). Through this website you can also consult the FAQ (English version only).



This product meets applicable national SAR limits of 2.0 W/kg. The specific maximum SAR values can be found on page 17 of this user guide.

When carrying the product or using it while worn on your body, either use an approved accessory such as a holster or otherwise maintain a distance of 1.0 cm from the body to ensure compliance with RF exposure requirements. Note that the product may be transmitting even if you are not making a phone call.



### PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

ALCATEL  
onetouch

- 1

Left softkey
- 2

Pick up/Send call
- 3

Call log
- 4

Voicemail (press and hold)
- 5

Right softkey
- 6

Switch on/Switch off End call
- 7

Torch
- 8

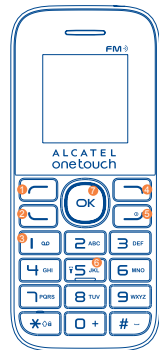
Navigation key: Menu/Confirm an option
- 9

Profiles
- 10

Calendar
- 11

Create SMS
- 12

Alarm



## 4 Contacts.....

### 4.1 Consulting your contacts

To access the **Contacts** from the main screen, press the key and select the icon from the menu.

For dual SIM model, the contacts of both SIM1 and SIM2 are available in this menu <sup>(1)</sup>.

### 4.2 Adding a contact

You can add a new contact to phone or SIM card by selecting **“Add contact”**.

## 5 Messages .....

### 5.1 Create message

From the main menu select **“Messages”** to create text. You can type a message and you can also modify a predefined message in **Templates**. While writing a message, select **“Options”** to access all of the messaging options. You can save your messages that you often send to **Drafts**.



An SMS message of more than a certain number of characters (the number of characters depends on your language) will be charged as several SMS. Specific letters (accent) will increase the size of the SMS, this may cause multiple SMS to be sent to your recipient.

<sup>(1)</sup> 1013D only.  
English - CJB2820ALAAA

## Your mobile.....

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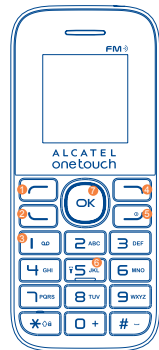
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### 1.1 Keys

- Navigation key  
Confirm option (press the OK button)
- Pick up  
Send a call  
In idle screen:  
Access call log (Redial) (press)
- Switch on/Switch off the telephone (press and hold)  
End call  
Return to idle screen
- Left softkey
- Right softkey
- Access your voicemail (press and hold)
- In Edit mode:  
- Press: access the symbols table  
- Press and hold: enter zero
- In Edit mode:  
- Press: change input methods  
From Idle screen:  
- Press: \*  
- Press and hold: Lock keypad
- In idle screen:  
- Press: #  
- Press and hold: activate/deactivate silent mode  
In Edit mode:  
- Press: (space)
- From Idle screen:  
- Press: dial '5'  
- Press and hold: switch the Torch on/off

## 8 Settings .....

From the main menu, select the menu icon and select the function of your choice in order to customise your telephone: **Phone settings, Call settings, Network, Security, Regulatory & Safety, Restore default, Dual SIM switch, Dual SIM settings** <sup>(1)</sup>.

## 9 Tools.....

### 9.1 Calculator

Enter a number, select the type of calculation to be performed, and enter the second number, then press “=” to display the result.

### 9.2 Calendar

Once you enter this menu from the main menu, there is a monthly-view calendar for you to query date.

### 9.3 Voice Alarm

With this menu, you may create the voice file and set it as the alarm.

<sup>(1)</sup> 1013D only.

### 1.2 Main screen icons <sup>(1)</sup>

In 1013X:

- Battery charge level
- Call forwarding activated: your calls are forwarded
- Alarm or appointments programmed
- Level of network reception
- Voicemail message received
- Missed calls
- Radio is on
- Silence mode: your phone does not ring or beep with the exception of the alarm
- SMS unread
- Flight mode

In 1013D:

- Level of network reception.
- Call forwarding activated: your calls are forwarded.
- Roaming

<sup>(1)</sup> The icons and illustrations in this guide are provided for information purposes only.

### 9.4 Fake call

This program enables you to call yourself by simulating a caller number/name, ringtone at a scheduled time. It helps you to politely escape from social situations at any time you wish. This call can be rejected by key.

### 9.5 Call filter

Enable Blacklist, all callers in this list will be automatically blocked. Enable Whitelist, only callers in this list can be connected. You are allowed to add 20 contacts to each list from the Contacts, call log, Messages or create directly by pressing .

### 9.6 Torch

You can activate 'Torch' to create light in darkness with these instructions:

In idle screen, press and hold to activate the flashlight; press or press and hold to deactivate it.

## 10 Service.....

Contact your network operator to check service availability.

## 2 Getting started.....

### 2.1 Set-up

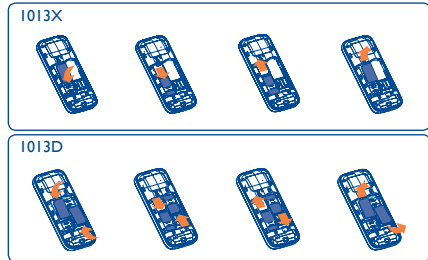
#### Removing and installing the back cover



#### Removing and installing the battery



#### Inserting and removing the SIM card



Place the SIM card with the chip facing downwards and slide it into its housing. Make sure that it is correctly inserted. To remove the card, press it and slide it out.



Your phone only supports mini SIM card. Do not attempt to insert other SIM types like micro and nano cards, otherwise this can cause damage to your phone.

#### Charging the battery



Connect battery charger to your phone and plug into the socket.

- Charging may take about 20 minutes to start if the battery is out of power.
- Be careful not to force the plug into the socket.
- Make sure the battery is correctly inserted before connecting the charger.
- The main socket must be close to the phone and easily accessible (avoid electric extension cables).
- You are advised to charge the battery to its maximum when using the phone for the first time (approximately 3 hours) ().
- To reduce power consumption and energy waste, when battery is fully charged, disconnect your charger from the plug; reduce the backlight time, etc.



The charge is complete when the animation stops.

### 2.2 Power on your phone

Hold down the key until the phone powers on.

### 2.3 Power off your phone

Hold down the key from the main screen.

## Safety and use.....

We recommend that you read this chapter carefully before using your phone. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

#### • TRAFFIC SAFETY:

Given that studies show that using a mobile phone while driving a vehicle constitutes a real risk, even when the hands-free kit is used (car kit, headset,...), drivers are requested to refrain from using their mobile when the vehicle is not parked.

When driving, do not use your phone and headphone to listen to music or to the radio. Using a headphone can be dangerous and forbidden in some areas.

When switched on, your phone emits electromagnetic waves that can interfere with the vehicle's electronic systems such as ABS anti-lock brakes or airbags. To ensure that there is no problem:

- do not place your phone on top of the dashboard or within an airbag deployment area,
- check with your car dealer or the car manufacturer to make sure that the dashboard is adequately shielded from mobile phone RF energy.

#### • CONDITIONS OF USE:

You are advised to switch off the telephone from time to time to optimise its performance.

Switch the phone off before boarding an aircraft.

Switch the phone off when you are in health care facilities, except in designated areas. As with many other types of equipment now in regular use, mobile telephones can interfere with other electrical or electronic devices, or equipment using radio frequency.

Switch the phone off when you are near gas or flammable liquids. Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere.

When the phone is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid or insulin pump, etc. In particular when using the phone, you should hold it against the ear on the opposite side to the device, if any.

To avoid hearing impairment, pick up the call before holding your phone to your ear. Also move the handset away from your ear while using the "hands-free" mode because the amplified volume might cause hearing damage.

## 3 Calls .....

### 3.1 Making a call

Dial the desired number then press the key to place the call. If you make a mistake, you can delete the incorrect digits by pressing the right softkey.

To hang up the call, press the key.

#### Making an emergency call

If your phone is covered by the network, dial emergency number and press the key to make an emergency call. This works even without a SIM card and without typing the PIN code.

### 3.2 Calling your voicemail <sup>(1)</sup>

To access your voicemail, hold down the key.

### 3.3 Receiving a call

When you receive an incoming call, press the key to talk and then hang up using the key.

### 3.4 Available functions during the call

During a call, you can access your directory, calendar, short messages, etc. without hanging up the phone.

<sup>(1)</sup> Contact your network operator to check service availability.

- Do not play with or use flashing-light features if you are tired or need sleep.
- Take a minimum 15-minute break per hour.
- Play in a room in which all lights are on.
- Play at the farthest distance possible from the screen.
- If your hands, wrists, or arms become tired or sore while playing, stop and rest for several hours before playing again.
- If you continue to have sore hands, wrists, or arms during or after playing, stop the game and see a doctor.

When you play games on your phone, you may experience occasional discomfort in your hands, arms, shoulders, neck, or other parts of your body. Follow the instructions to avoid problems such as tendinitis, carpal tunnel syndrome, or other musculoskeletal disorders.



#### PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your device near your ear while the loudspeaker is in use.

#### • PRIVACY:

Please note that you must respect the laws and regulations in force in your jurisdiction or other jurisdiction(s) where you will use your mobile phone regarding taking photographs and recording sounds with your mobile telephone. Pursuant to such laws and regulations, it may be strictly forbidden to take photographs and/or to record the voices of other people or any of their personal attributes, and duplicate or distribute them, as this may be considered to be an invasion of privacy. It is the user's sole responsibility to ensure that prior authorisation be obtained, if necessary, in order to record private or confidential conversations or take a photograph of another person; the manufacturer, the seller or vendor of your mobile phone (including the operator) disclaim any liability which may result from the improper use of the mobile phone.

#### • BATTERY:

Before removing the battery from your phone, please make sure that the phone is switched off.

Observe the following precautions for battery use:

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- Do not puncture, disassemble or cause a short-circuit in a battery.
- Do not burn or dispose of a used battery in household rubbish or store it at temperatures above 60 °C.

Batteries must be disposed of in accordance with locally applicable environmental regulations. Only use the battery for the purpose for which it was designed. Never use damaged batteries or those not recommended by TCL Communication Ltd. and/or its affiliates.



This symbol on your telephone, the battery and the accessories means that these phones must be taken to collection points at the end of their life:

- Municipal waste disposal centres with specific bins for these items of equipment
- Collection bins at points of sale.

They will then be recycled, preventing substances being disposed of in the environment, so that their components can be reused.

#### In European Union countries:

These collection points are accessible free of charge.

All phones with this sign must be brought to these collection points.

#### In non European Union jurisdictions:

Items of equipment with this symbol are not to be thrown into ordinary bins if your jurisdiction or your region has suitable recycling and collection facilities; instead they are to be taken to collection points for them to be recycled.

**CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS**

#### • CHARGERS

Mains powered chargers will operate within the temperature range of: 0 °C to 40 °C.

The chargers designed for your mobile phone meet with the standard for safety of information technology equipment and office equipment use. They are also compliant to the ecodesign directive 2009/125/EC. Due to different applicable electrical specifications, a charger you purchased in one jurisdiction may not work in another jurisdiction. They should be used for this purpose only.

#### • RADIO WAVES:

Proof of compliance with international standards (ICNIRP) or with European Directive 1999/5/EC (R&TTE) is required of all mobile phone models before they can be put on the market. The protection of the health and safety for the user and any other person is an essential requirement of these standards or this directive.

THIS DEVICE MEETS INTERNATIONAL GUIDELINES FOR EXPOSURE TO RADIO WAVES.

Your mobile device is a radio transmitter and receiver. It is designed not to exceed the limits for exposure to radio waves (radio frequency electromagnetic fields) recommended by international guidelines. The guidelines were developed by an independent scientific organization (ICNIRP) and include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The radio wave exposure guidelines use a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit for mobile devices is 2.0 W/kg.

Tests for SAR are conducted using standard operating positions with the device transmitting at its highest certified power level in all tested frequency bands. The highest SAR values under the ICNIRP guidelines for this device model are:

#### ALCATEL 1013X:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900	0.928 W/kg
Body-worn SAR	GSM 900	0.605 W/kg

#### ALCATEL 1013D:

Maximum SAR for this model and conditions under which it was recorded.		
Head SAR	GSM 900	0.928 W/kg
Body-worn SAR	GSM 900	0.605 W/kg

During use, the actual SAR values for this device are usually well below the values stated above. This is because, for purposes of system efficiency and to minimize interference on the network, the operating power of your mobile device is automatically decreased when full power is not needed for the call. The lower the power output of the device, the lower its SAR value.

Body-worn SAR testing has been carried out at a separation distance of 10 mm. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. If you are not using an approved accessory ensure that whatever product is used is free of any metal and that it positions the phone the indicated distance away from the body.

Organizations such as the World Health Organization and the US Food and Drug Administration have stated that if people are concerned and want to reduce their exposure they could use a hands-free device to keep the phone away from the head and body during phone calls, or reduce the amount of time spent on the phone.

For more information you can go to [www.alcatelonetouch.com](http://www.alcatelonetouch.com). Additional information about electromagnetic fields and public health are available on the following site: <http://www.who.int/peh-emf>.

Your telephone is equipped with a built-in antenna. For optimal operation, you should avoid touching it or degrading it.

As mobile devices offer a range of functions, they can be used in positions other than against your ear. In such circumstances the device will be compliant with the guidelines when used with headset or usb data cable. If you are using another accessory ensure that whatever product is used is free of any metal and that it positions the phone at least 10 mm away from the body.

#### • LICENCES

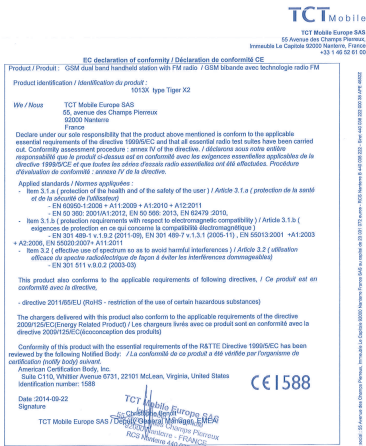


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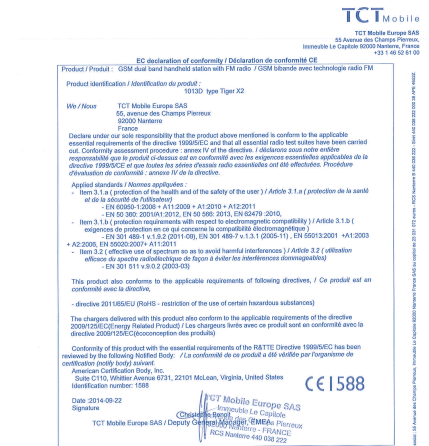
## Regulatory information ....

The following approvals and notices apply in specific regions as noted.

#### 1013X:



#### 1013D:



## General information .....

- **Internet address:** [www.alcatelonetouch.com](http://www.alcatelonetouch.com)
- **Hot Line Number:** see "TCL Communication Services" leaflet or go to our Internet site.
- **Address:** Room 1910-12A, Tower 3, China HK City, 33 Canton Road, Tsimshatsui, Kowloon, Hong Kong
- **Electronic labeling path:** Touch Settings/Regulatory & Safety or press \*#07#, you can find more information about labeling <sup>(1)</sup>.

On our Internet site, you will find our FAQ (Frequently Asked Questions) section. You can also contact us by e-mail to ask any questions you may have.

An electronic version of this user guide is available in English and other languages according to availability on our server:

[www.alcatelonetouch.com](http://www.alcatelonetouch.com)

Your telephone is a transceiver that operates on GSM networks with 900 and 1800 MHz bands.

## CE I588

This equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The entire copy of the Declaration of Conformity for your telephone can be obtained through our website: [www.alcatelonetouch.com](http://www.alcatelonetouch.com).

### Protection against theft <sup>(2)</sup>

Your telephone is identified by an IMEI (phone serial number) shown on the packaging label and in the phone's memory. We recommend that you note the number the first time you use your telephone by entering \* # 0 6 # and keep it in a safe place. It may be requested by the police or your operator if your telephone is stolen. This number allows your mobile telephone to be blocked preventing a third person from using it, even with a different SIM card.

### Disclaimer

There may be certain differences between the user manual description and the phone's operation, depending on the software release of your telephone or specific operator services. TCL Communication shall not be held legally responsible for such differences, if any, nor for their potential consequences, which responsibility shall be borne by the operator exclusively.

- <sup>(1)</sup> It depends on countries.  
<sup>(2)</sup> Contact your network operator to check service availability.

## Telephone warranty .....

Your phone is warranted against any defect or malfunctioning which may occur in conditions of normal use during the warranty period of twelve (12) months <sup>(1)</sup> from the date of purchase as shown on your original invoice.

Batteries <sup>(2)</sup> and accessories sold with your phone are also warranted against any defect which may occur during the first six (6) months <sup>(1)</sup> from the date of purchase as shown on your original invoice.

In case of any defect of your phone which prevents you from normal use thereof, you must immediately inform your vendor and present your phone with your proof of purchase.

If the defect is confirmed, your phone or part thereof will be either replaced or repaired, as appropriate. Repaired Phone and accessories are entitled to a one (1) month <sup>(1)</sup> warranty for the same defect. Repair or replacement may be carried out using reconditioned components offering equivalent functionality.

This warranty covers the cost of parts and labor but excludes any other costs.

This warranty shall not apply to defects to your phone and/or accessory due to (without any limitation):

- 1) Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where your phone is used,
- 2) Connection to any equipment not supplied or not recommended by TCL Communication Ltd.,
- 3) Modification or repair performed by individuals not authorised by TCL Communication Ltd. or its affiliates or your vendor,
- 4) Modification, adjustment or alteration of software or hardware performed by individuals not authorized by TCL Communication Ltd.,
- 5) Inclement weather, lightning, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation...

Your phone will not be repaired in case labels or serial numbers (IMEI) have been removed or altered.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty or the mandatory warranty provided by your country or jurisdiction.

In no event shall TCL Communication Ltd. or any of its affiliates be liable for indirect, incidental or consequential damages of any nature whatsoever, including but not limited commercial or financial loss or damage, loss of data or loss of image to the full extent those damages can be disclaimed by law.

Some countries/states do not allow the exclusion or limitation of indirect, incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

## Troubleshooting.....

Before contacting the service centre, you are advised to follow the instructions below:

- You are advised to fully charge ( ) the battery for optimal operation.
- Avoid storing large amounts of data on your phone as this may affect its performance.
- Use User Data Format <sup>(1)</sup> to perform phone formatting (to perform User Data Format <sup>(1)</sup>, hold down # key while simultaneously pressing the power on/off key under power off mode). ALL User phone data: contacts, messages and files will be lost permanently. It is strongly advised to fully backup the phone data and profile before doing formatting.

#### My phone cannot switch on

- Check the battery contacts, remove and reinstall your battery, then turn your phone on
- Check the battery power level, charge for at least 20 minutes
- If it still does not work, please use User Data Format <sup>(1)</sup> to reset the phone

#### My phone is frozen or has not responded for several minutes

- Restart your phone by pressing and holding the key
- Remove the battery and re-insert it, then restart the phone
- If it still does not work, please use User Data Format <sup>(1)</sup> to reset the phone

#### My phone turns off by itself

- Make sure power off key is not mis-contacted
- Check the battery charge level
- If it still does not work, please use User Data Format <sup>(1)</sup> to reset the phone

#### My phone cannot charge properly

- Make sure you are using an ALCATEL ONETOUCH battery and the charger from the box
- Clean the battery contact if it's dirty.
- Make sure your battery is inserted properly before plugging in the charger.
- Make sure that your battery is not completely discharged; if the battery power is empty for a long time, it may take around 20 minutes to display the battery charger indicator on the screen
- Make sure charging is carried out under normal conditions (0°C to +40°C)
- When abroad, check that the voltage input is compatible

#### My phone cannot connect to a network or “No service” is displayed

- Try connecting in another location
- Verify the network coverage with your operator
- Check with your operator that your SIM card is valid
- Try selecting the available network(s) manually
- Try connecting at a later time if the network is overloaded

#### Invalid SIM card

- Make sure the SIM card has been correctly inserted
- Make sure the chip on your SIM card is not damaged or scratched
- Make sure the service of your SIM card is available

#### Unable to make outgoing calls

- Make sure you have dialed a valid number and press the key
- For international calls, check the country and area codes
- Make sure your phone is connected to a network, and the network is not overloaded or unavailable
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not barred outgoing calls
- Make sure that your phone is not in flight mode

#### Unable to receive incoming calls

- Make sure your phone is switched on and connected to a network (check for overloaded or unavailable network)
- Check your subscription status with your operator (credit, SIM card valid, etc.)
- Make sure you have not forwarded incoming calls
- Make sure that you have not barred certain calls
- Make sure that your phone is not in flight mode

#### The caller's name/number does not appear when a call is received

- Check that you have subscribed to this service with your operator
- Your caller has concealed his/her name or number

#### I cannot find my contacts

- Make sure your SIM card is not broken
- Make sure your SIM card is inserted properly
- Import all contacts stored in SIM card to phone

#### The sound quality of the calls is poor

- You can adjust the volume during a call by pressing the Navigation key (up and down)
- Check the network strength
- Make sure that the receiver, connector or speaker on your phone is clean

#### I am unable to use the features described in the manual

- Check with your operator to make sure that your subscription includes this service
- Make sure this feature does not require an ALCATEL ONETOUCH accessory

#### When I select a number from my contacts, the number cannot be dialed

- Make sure that you have correctly recorded the number in your file
- Make sure that you have inputted the country prefix when calling a foreign country